

Goals for the Federal Aviation Administration (FAA) and the Mike Monroney Aeronautical Center (MMAC)

CURRENT DRAFT FAA GOALS				
Increased Safety: Achieve the lowest possible accident rate and constantly improve safety.	Greater Capacity: In conjunction with local governments and airspace users, provide national system capacity that meets or exceeds demand.	International Leadership: Increase the safety and capacity of the global civil aerospace system in an environmentally sound manner.	Organizational Excellence: Ensure the success of the FAA's mission through stronger leadership, a better trained workforce, a closer eye on spending, and improved decision-making based on reliable data.	
FAA GOALS				
Safety: By 2007, reduce U.S. aviation fatal accident rates by 80 percent from 1996 levels.	Security: Prevent security incidents in the aviation system.	System Efficiency: Provide an aerospace transportation system that meets the needs of users and is efficient in the application of FAA and aerospace resources.	Organizational Excellence PEOPLE: The Foundation of Accomplishment REFORM: The Framework for Accomplishment THE ENVIRONMENT: Our Responsibility GLOBAL LEADERSHIP:	
AERONAUTICAL CENTER GOALS				
Safety - Contribute to the reduction of performance errors in the NAS. Measures a) Reported Defects per 1000 issues from the FAALC b) Post-training job performance ratings c) Development and delivery of specific National Airspace System (NAS) training projects directly impacting aviation safety	Security - Improve security at the Aeronautical Center related to information, facilities and personnel security. Measures a) Cost of security incidents b) Number and mitigation of high risk information system security vulnerabilities c) Number of Administrative Facility Inspection findings d) Percentage of Administrative Facility Inspection findings resolved within 60 days	System Efficiency - Contribute to the reduction in system delays and improvement in system availability. Measures Delivery time for NAS equipment	Business - Contribute to the successful performance of federal government. Measures a) Ratio of cost avoidance/savings and/or efficiencies to total program b) Ratio of budget allocation to obligations (including franchise fund organizations) c) Revenue to expenses (franchise and budget allocation)	People - Improve the Aeronautical Center work environment and employee performance through individual and organizational accountability. Measures a) Average EEO complaints per employee population b) Quality of employee selections c) Satisfaction with organization as a place to work

Strategic Planning Process: Measures and targets are identified at the Goal level to assess progress toward achieving our goals. For each goal, initiatives are identified that are believed to lead to successful outcomes and measures and targets are developed to monitor progress for each of the multiple initiatives. Monthly assessment meetings are held to communicate progress and take corporate action as needed.

Mike Monroney Aeronautical Center Significant Accomplishments

Through the implementation of fee-for-service in the provision of National Airspace System supply support by the FAA Logistics Center, the Airway Facilities Service has been able to produce a savings of over \$12 million to assist with agency funding shortfalls in other areas. The savings were realized by implementing efficiencies in supply support operations, creating better visibility of the cost of systems, and educating the Airway Facilities workforce on component costs.

The FAA Academy is the lead in aviation technical training needs assessment and delivery for the Department of Transportation's Safe



FAA Academy staff in Africa: Sunny Lee Fanning (l), manager, International Training Div., with John Nde, transportation minister, Republic of Cameroon, on the Univ. of Yaoundé campus in December, 2002.

Skies for Africa initiative. As part of this important effort, the Academy's International Training Division has conducted training needs and facility assessments in Kenya, Tanzania, Uganda, Angola, Niger, Mali, Cape Verde, Cameroon, and Namibia.

The Office of Information Services provides a DOT-certified secure data center through redundant firewall protected access, automated intrusion detection, and DeMilitarized Zone protection for Internet accessible systems. The MMAC began computer server scans for vulnerabilities in October 2001, well before FAA policy required scanning. Scans are done bi-weekly and as of April 2003, there were zero vulnerabilities.

Through innovative trade-ins, contracting, and reuse of removed network equipment, the MMAC Telecommunications Infrastructure Program achieved \$908,000 in cost avoidance/savings on the MMAC backbone upgrade and other regional network upgrades.

Successful consolidation of office automation functions (3,500 workstations, 500 servers, and 5,000 Lotus Notes mailboxes) into a single organization under the Office of Information Services has resulted in reductions in response time (from a median of 4-8 hours to a median of less than 1 hour) and resolution time (from a median of 6 hours to a median of 1.5 hours), as well as an estimated cost avoidance/savings of \$2.6 million per year.

In support of flight training requirements for the FAA's Regulatory Standards employees, the FAA Academy's Regulatory Standards Division purchased surplus aircraft and contracted with the Office of Aviation System Standards Aircraft Maintenance Division for ongoing maintenance. The effort saved \$758,000 over aircraft rental costs during the first year of operations and will save approximately \$1.9 million over the next 3 years.

The Office of Acquisition Services invested less than \$50,000 in pre-award audits resulting in a cost savings at contract award of almost \$5 million for its customers in FY-03.